

together in good health

see how easy healthy can be

2016 Open Enrollment
Presentation for
County of San
Bernardino



Three ways we make good health easier

- **Quality care.** We do what it takes to help you get healthy, and partner with you to be your own health advocate which leads to better outcomes.
- **Convenient care.** We offer care and coverage together, so you get all you need to live well in one easy-to-use package.
- **Choice.** We give you lots of options, from your choice of great doctors, to different ways to access care, to many convenient locations—so staying on top of your health is easier.



main reasons to choose **Kaiser Permanente**



A healthy partnership

- **Choose your own personal doctor.** Browse our online doctor profiles and choose one that's right for you. And you can change doctors at any time, for any reason.
- **Easy access to specialists.** Referrals are not needed for certain departments like obstetrics-gynecology, psychiatry, chemical dependency and drug addition.
- **Great doctors working together as a team.** You have the support of an entire care team who works together and is connected through your electronic health record, so you get the right care at the right time.*
- **Care to meet our diverse membership.** Many of our doctors and staff speak more than one language, and we offer interpreter services by phone in over 140+ languages, so your get personalized care.

*When you receive care at Kaiser Permanente facilities.

Great care, great results

- **Leaders in preventive care.** We have the highest ratings in 15 preventive screenings*, helping us catch problems early and improve the health of our members.
- **Comprehensive care when you need it.** For serious conditions like diabetes or heart disease, you're automatically enrolled in a disease management program to help you get it under control.
- **Cutting-edge research and care.** We have 7 research centers, where more than 2,000 studies are going on at any given time to find better ways to prevent and treat health problems.
- **Innovation working for you.** Through our advanced electronic health record system, your care team can see your medical history, allergies, and what tests and screenings you're due for so they can help keep you up-to-date.†

*Ratings based on 2013 performance results for commercial and Medicare plans from the Healthcare Effectiveness Data and Information Set (HEDIS) published by the National Committee for Quality Assurance. For more information, visit ncqa.org. †When you receive care at Kaiser Permanente facilities.

Care the way you want it

Many convenient options for getting and managing your care.

- **Call our advice nurses 24/7.** They will assess your situation and help you decide what to do or make an appointment for you to get care.
- **Choose how you want to have your appointment.** See your doctor in person, or schedule either a telephone or video appointment, when appropriate and where available.
- **Email your doctor anytime.** Send your doctor's office an email with nonurgent questions and get a response usually within 48 hours—often sooner.
- **Manage your care online at kp.org.** Make and cancel routine appointments, refill prescriptions, see most lab test results, and more.
- **Use the Kaiser Permanente app.** Download our app to your smartphone and use all the online features of kp.org from your phone, plus find locations near you, and more.

Healthy resources

- **Health classes:** Choose from more than 3,800 classes and support groups offered at our facilities.*
- **Healthy lifestyle programs:** Our personalized online programs can help you lose weight, reduce stress, quit smoking, and more—at no cost to members.
- **Wellness coaching:** Our wellness coaches will work on-on-one with you to help you achieve your health goals—no cost to members, and no referrals needed.
- **Special rates for members:** Get reduced rates on variety of products and services, like gym memberships and massage therapy through ChooseHealthy.†
- **Online wellness tools:** You have access to health calculators, podcasts, recipes, fitness videos and more on our award-winning website **kp.org**.

* Classes vary at each location and some may require a fee. †ChooseHealthy is a product of American Specialty Health Administrators, Inc., a subsidiary of American Specialty Health Incorporated (ASH). ChooseHealthy and the ChooseHealthy logo are federally registered trademarks of ASH. Please note that this is a discount program; it is not insurance.



Manage your health, anytime, anywhere

Online at kp.org, or with our mobile app, you can stay on top of your care 24/7 with these convenient features:*

- Schedule and cancel routine appointments
- View most lab results as soon as they are available
- Refill most prescriptions, with no charge for shipping when you order online
- Email your doctor's office with nonurgent questions
- Print vaccination records for school, sports, or camp
- Use tools to help you manage your coverage and costs†
- Manage a family member's health

*Available when you receive care at Kaiser Permanente facilities. †These tools not yet available on smartphones and tablets.

Convenient locations and access

- **Many services under one roof.** At most of our facilities you can see your doctor or specialist, get a lab test or X-ray, and pick up medications—so you can save time by doing more in one visit.
- **Convenient access.** Many of our facilities offer same-day, next-day, after-hours, and weekend services for easier care.
- **Get care anywhere.** We have lots of convenient locations, and you're not tied to just one. You can see different doctors at different facilities for yourself or your family.
- **Get care away from home.** You're covered for emergency and urgent care when traveling away from home.

Inland Empire Area: San Bernardino, Riverside, and Coachella Valley

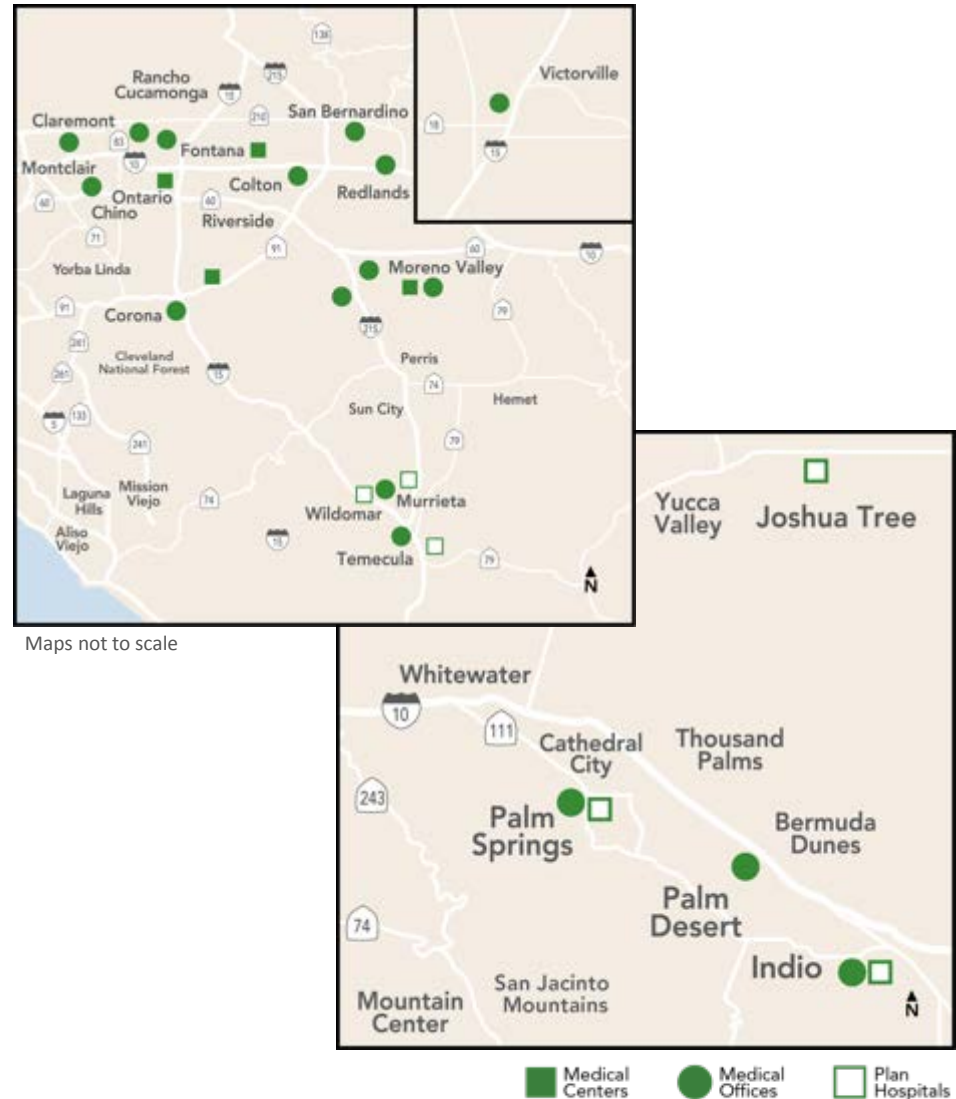
- 4 medical centers, 17 medical offices, and 6 affiliated plan hospitals

Specialty centers of care/expertise:

- Neonatal intensive care unit
- Neurosurgery
- Pediatric surgery
- Plastic surgery
- Lung volume reduction surgery

Awards earned by one or more of our facilities:

- Joint Commission Gold Seal of Approval¹
 - Recognized as one of California's best in 6 specialties by *U.S. News & World Report* for 2015–16²



¹Fontana, Moreno Valley, and Riverside Medical Center; ²Fontana and Ontario Medical Centers

Target Clinics in North Fontana, Fullerton, & San Diego



Open 7 days a week for walk-in care. Over 85 services, including:

- Minor Illnesses
- Minor Injuries
- Chronic Conditions
- Pediatrics & Teens
- Vaccinations
- Gynecology
- Physician Telemedicine Consultations
- Wellness Services
- Skin Treatments

Fresh food in the parking lot



- **Farmers markets**

- Pick up some healthy fruits and veggies after your visit
 - Fontana
 - Fridays from 10:00 – 2:00
 - Riverside
 - Fridays from 10:00 – 2:00
 - Ontario
 - Wednesdays from 10:00 – 2:00



Key points about your health plan's benefits

This table highlights some of the benefits of your group:

Yearly deductible	\$0 individual / \$0 family
Maximum yearly out-of-pocket costs	\$1,500 individual / \$3,000 family
Covered service	You pay
Preventive care	\$0 copay
Doctor's office visit	\$10 copay
Lab tests and radiology	\$0 copay
Outpatient surgery	\$10 copay
Hospitalization	\$0 copay
Emergency care	\$50 copay
Prescribed medications (100-day supply)	\$10 copay (generic medication) / \$15 copay (brand name medication)*

*This is a summary of some benefits and their copayments and coinsurance. For specific information about your covered health plan benefits, limitations, and exclusions, including those not listed in this summary, please see your *Evidence of Coverage*.



Urgent Care Updates

Open 7 days a week

- Riverside
- Fontana
- Ontario
- Victorville
- Moreno Valley (coming soon)

Better Informed. Better Together.

Questions?

Call our Member Service Contact Center, 24 hours a day, seven days a week.

- **(800) 464-4000** for Members
- **(800) 777-1370** TTY for the hearing/speech impaired